

PETER C. HARVEY  
ATTORNEY GENERAL OF NEW JERSEY

**FILED**

MAR 25 2004

Division of Law- 5<sup>th</sup> floor  
124 Halsey Street  
P.O. Box 45029  
Newark, New Jersey 07101

**Division of Consumer Affairs**

By: Carol Jacobson  
Deputy Attorney General  
tel: (973) 648-3453

STATE OF NEW JERSEY  
DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS

In the matter of an inquiry between	:	
RENI ERDOS, Director of the New Jersey	:	
Division of Consumer Affairs	:	Administrative Action
	:	
and	:	
	:	
EAST STATE AUTOMOTIVE &	:	CONSENT ORDER
TOWING SERVICE	:	
	:	
Respondent	:	

This matter having been opened by the Division of Consumer Affairs, Office of Consumer Protection (hereinafter referred to as "Division"), as an investigation in order to ascertain whether violations of the Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., and/or the Automotive Repairs regulations, N.J.A.C. 13:45A-26C.1 et seq. (hereinafter collectively referred to as the "Regulations"), have been or are being committed by East State Automotive & Towing Service, (hereinafter referred to as "Respondent"), and it appearing that the parties have reached an amicable agreement thereby resolving the issues in controversy and concluding this matter without the need for further action,

and Respondent having voluntarily cooperated and consented to the entry of the within order without having admitted any violation of law and for good cause shown,

IT IS on this 26<sup>th</sup> day of February 2004 ORDERED and AGREED as follows:

1. Respondent, its officers, directors, agents, employees, successors, and assigns shall fully comply with the Consumer Fraud Act, N.J.S.A. 56:8-1 et seq. and/or the Automotive Repairs regulations, N.J.A.C.13:45A-26C.1 et seq., including, but not limited to, the following practices:

a) Respondent, its officers, directors, agents, employees, successors, and assigns shall not begin any repair work without first securing proper customer authorization and providing the customer with an estimate for repairs as is required by the Regulations.

b) Respondent, its officers, directors, agents, employees, successors, and assigns shall post in a conspicuous place a sign informing the customer of the right to receive a written estimate.

2. The Respondent shall pay consumer restitution totaling two hundred nine dollars and seventy-two cents (\$209.72):

Payment shall be made by certified check or money order and forwarded directly to consumer in full settlement of his complaint within ten (10) days of the signing of this Consent Order. A copy of the certified check or money order shall simultaneously be sent to: The New Jersey Division of Consumer Affairs, Office of Consumer Protection, 124 Halsey Street, 7<sup>th</sup> Floor, P.O. Box 45025, Newark, New Jersey 07101, Attention: Investigator John Kulina.

3. The Respondent shall pay to the State of New Jersey Division of Consumer Affairs penalties in the amount of one thousand dollars (\$1,000.00) and investigative costs in the amount of one thousand three hundred twenty-three dollars and ninety-six cents (\$1,323.96) for the total amount payable of two thousand three hundred twenty-three dollars and ninety-six cents (\$2,323.96).



Payment of the foregoing total amount shall be made in six (6) equal monthly payments of three hundred eighty seven dollars and thirty three cents (\$387.33) to the New Jersey Division of Consumer Affairs. The first of such payments shall be forwarded together with this signed Consent Order and received by the Division on or before February 15, 2004. Five (5) subsequent payments of three hundred eighty seven dollars and thirty three cents (\$387.33) shall be made on or before the fifteenth (15<sup>th</sup>) of each month for the following remaining months: March 2004, April 2004, May 2004, June 2004 and July 2004. Each payment shall be made by certified check or money order made payable to: The New Jersey Division of Consumer Affairs, Office of Consumer Protection, 124 Halsey Street, 7<sup>th</sup> Floor, P. O. Box 45025, Newark, New Jersey 07101, Attention: Collections.

4. In the event that the Respondent fails to make timely and complete payments pursuant to paragraphs 2 and 3, Respondent shall be considered in default of this agreement and the Division may pursue all legal remedies, the costs for which Respondent shall be liable, including, but not limited to, attorneys fees and costs of collection.

5. The parties agree that this settlement covers all complaints received by the Division as of January 15, 2004.

6. Nothing contained herein shall bind or affect the rights of any person not a party hereto.

7. Nothing contained herein shall bind or affect any position which any party may take in future or unrelated actions.

8. If any provision of this Consent Order or the application thereof to any person or circumstance shall to any extent be invalid or unenforceable, the remainder of this Consent Order or the application of such provision to persons or circumstances other than those as to which it is

held invalid or unenforceable, shall not be affected thereby and each provision of this Consent Order shall be valid and enforced to the fullest extent permitted by law.

9. The parties represent that an authorized representative of each has signed this Consent Order with full knowledge, understanding and acceptance of its terms and that this person has done so with authority to legally bind the respective party.

10. This Consent Order constitutes a final agency order and is effective upon filing.

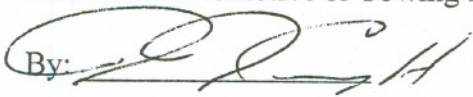
PETER C. HARVEY  
ATTORNEY GENERAL OF NEW JERSEY

BY: 

RENTERDOS  
DIRECTOR  
DIVISION OF CONSUMER AFFAIRS

The undersigned acknowledge that they have read the foregoing Order, understand it and agree to be bound by its terms. They further hereby consent to the entry of the foregoing Order, both as to substance and form.

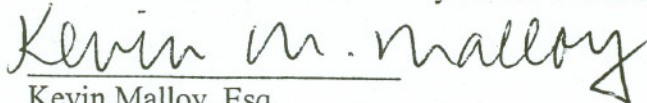
East State Automotive & Towing Service

By: 

Date: 2-10-04

Title: Owner

Consent as to the form and entry of this Consent Order:



Kevin Malloy, Esq.  
Attorney for Respondent

Date: 2-11-04